

**ENHANCED 9-1-1 COMMISSION MINUTES
FRIDAY, SEPTEMBER 24, 2004**

PRESENT:	Douglas Aiken, Chairman	NH Association of Fire Chief's
	James Linehan, Vice Chair	NH Sheriff's Association
	William Wood, Secretary	NH Bureau of EMS
	Richard Bernard	Public Member
	George Valliere	NH Police Officer
	David Caron	NH Municipal Association
	Jill Healy Wurm	Verizon
	Paul Szoc	NH Federation of Mutual Aids
	Kathryn Bailey	NH Public Utilities Commission
	Frederick Booth	NH Department of Safety
	James Valiquet	NH Association of Police Chief's
ABSENT:	David Lang	NH Firefighters
	Donald Hill	Commissioner, Dept. of Admin. Svs.
	Mark Violette	MCT Telecom
OBSERVERS:	Bruce G. Cheney, ENP	Executive Director, NHBEC
	Peter A. DeNutte, ENP	Assistant Director, NHBEC
	Kathryn Doult	Assistant Director, NHBEM
	Richard Fowler	Operations Supervisor, NHBEC
	Wes Colby	Director of Administration, DOS
	John Eon	Verizon
	Sean Goodwin	Engineering Tech V., NHBEC
	Robert Brown	IT Manager, NHBEC
	William Kinch	EMD Supervisor, NHBEC
	Leland Willette	TDS Telecom
	Jack O'Connor	Public Education Officer, NHBEC
	Wanda Hemeon	Information Representative, NHBEC
	Kelley Noel	Administrative Supervisor, NHBEC

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The commission meeting held at the Laconia Facility 50 Communications Drive, Laconia, NH was called to order at 11:10 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the June 4, 2004 meeting.

Commissioner Healy Wurm asked that section 5.C.b. be amended that she did not volunteer to contact NENA. Commissioner Linehan motioned for approval of the minutes as amended. Commissioner Szoc seconded the motion. Unanimously approved with amendment.

OLD BUSINESS

2. Director's Report

2.A. Report of the FY04 and FY05 Budget

a. Wes Colby, Special Projects Officer, gave a report on the total expenditures and surcharge deposits for FY04. Mr. Colby reported the Department of Safety did not take the fringe benefit funds at the year ending as anticipated so these funds were not incurred.

2.A.1. Letter of transfer of funds to Fiscal Committee

a. Mr. Colby reported funds were transferred in class 094 to maintain the database contract with Verizon.

2.B. Report on FY04 and FY05 Surcharge Receipts

a. Mr. Colby reported the FY04 surcharge collection was higher than FY03 based on the year it was earned and not by the State financial report.

b. Mr. Colby reported the number of wired lines are down and there has been an increase in wireless lines.

c. Mr. Colby reported the following wired companies began filing the surcharge receipts in FY04, American Long Line, ARC Networking, Claricom Network, Metropolitan Telephone of New Hampshire and Teleport Communications Boston Inc., and on the wireless companies RNK Telecom.

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2.B.1. Discuss budget impact on surcharge

a. Mr. Colby reported the FY05 budget appears to be in good shape with the exception of class 060 benefits was budgeted at 39% which is determined by Administrative Services and each agency is being charged at a higher rate of 42 to 44%. This is causing agencies to find funds in other areas of their budget to transfer funds to class 060 for health insurance.

11:15 am Commissioner Wood arrived at meeting

b. Mr. Colby reported class 094 which is for network and database management could fall short on funds if the bureau continues with the current contract with Verizon.

c. Mr. Colby provided a copy of a letter from Granite State Telephone dated September 1, 2004. After a lengthy discussion of the contents of this letter, **Commissioner Bailey motioned that the Bureau of Emergency Communications contact the Attorney General's office to seek guidance. Commissioner Bernard seconded the motion. Unanimously approved.**

11:28 Director Cheney arrived at meeting

Peter A. DeNutte, Assistant Director introduced Kathryn Doult, Assistant Director for Emergency Management to the Commission.

C. Report on Mapping/Addressing

a. Sean Goodwin, Engineering Technician V, reported since the last Commission meeting, one address conversion package has been completed and accepted, three towns have implemented their addressing system.

2.C.1. Update on centerline data collection

a. Mr. Goodwin reported the Mapping Unit has collected centerline road data for 51 towns on the centerline road data. The data has been processed and being prepared for deployment with the system and put on maps for towns that have requested the system.

b. Mr. Goodwin presented a layered map for commissioners review. The map displayed sign data, exit sign, mile marker, bridge and information overlay. The Enhanced 9-1-1 Commission Minutes

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layered maps are computerized and are intended for Telecommunicators to get information from them if a 9-1-1 caller gives a marker location.

c. Mr. Goodwin reported he has been working with Dr. Gougelet collecting location of 26 acute care hospitals in the state and put them on a map. Mr. Goodwin reported that the 27 small pox vaccination clinics and the maps can provide a radius of those sites for incidents and Emergency Management incidents.

2.D. Report on Phase I & II

a. Peter DeNutte, Assistant Director, reported all carriers are in Phase I compliance. Mr. DeNutte reported RCC of Vermont is close to being Phase II compliant and AT & T is currently testing. Mr. DeNutte explained Phase II consists of cell site and sector, the call back number and the latitude/longitude location information for a 9-1-1 cell call.

2.E. Report on PSAP Operations

a. Richard Fowler, Operations Supervisor reported that recently the PSAP was able to successfully assist two 9-1-1 callers using the Phase II technology.

b. Mr. Fowler reported the Hospital Diversion Program for the Seacoast has been extended to include the Southern part of the state.

c. Mr. Fowler reported the Family Court Judge paging service has expanded statewide. He is waiting for confirmation to determine if this will effect the PSAP procedures..

2.F. Report on EMD

2.F.1. Protocol Compliance Reports

a. Bill Kinch, EMD Supervisor, provided copies of the Summary Report and explained the PSAP has maintained a high score on call reviews.

2.G. Status of Training

2.G.1. Status of Training

a. Mike Geary, Training Manager updated the status of the recent hiring of Telecommunicators. The new hires will be sitting with their mentors starting October 29, 2004.

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2.G.2 Human Resources

a. Mr. Geary reported two supervisors have given their resignations and the Bureau is in the process of filling those positions. Mr. Geary reported turn over rate has dropped 14%.

2.G.3. Outside Agency Assistance

a. Mr. Geary gave a report on agencies he has assisted and agencies he will be assisting:

- Cheshire County Sheriff's Office hiring of personnel
- Grafton County Sheriff's Office hiring of personnel
- Town of Amherst hiring of personnel and training
- Southwest Mutual Aid on training
- Lebanon Police Department on training
- Dartmouth Hitchcock on training
- 135th Police Academy
- National Safety Counsel Defensive driver instructor program

2.G.4. Status of Administrative Rules

a. Mr. Geary reported he has been working with an attorney who works for the Department of Safety to restructure the administrative rules. Mr. Geary reported the EM 100-400 rules will be changed to Safety 7000.

H. Status of Public Education

A. Jack O'Connor, Public Education Officer

No Discussion

I. Status of Public Relations

A. Wanda Hemeon Informational Representative

No Discussion

3. Contractor's Report

A. Verizon

a. Jon Eon reported there were no changes to the ELISA database since the last meeting. Switch upgrades and retrofits no report.

b. Mr. Eon and Mr. DeNutte had a discussion on an ALI-Link failure that occurred on May 30, 2004.

B. TDS

1. Report on CPE

a. Leland Willette reported on August 3, 2004 he met with Marti Lianatis from CML and Scott Wolfert from the Bureau of Emergency Communications. Mr. Willette reported the installation project manager from CML who had been assigned to the Laconia Facility project has since left and Mr. Lianatis has been assigned. Mr. Willette reported Mr. Lianatis has been brought up to date on the status of the installation for Laconia.

b. Mr. Willette reported there have been two software releases since the equipment was installed. The software upgrades will be included with the installation.

New Business

4. Correspondence

No discussion

5. New Business

A. Discuss progress on Database development

a. Director Cheney reported two database employees have been hired and Verizon is cooperating with the Bureau for when the database is transferred from Verizon to the Bureau.

b. Robert Brown, IT Manager reported request have been submitted for software from CML and TDS.

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c. Mr. Brown reported the Bureau has been working with Verizon on the MSAG and the data is being reviewed. Mr. Brown said the Bureau is contacting communities to solve discrepancies prior to them becoming ALI discrepancies.

5.B. Discuss “cost recovery” cost projection

a. Director Cheney reported a meeting will be scheduled on cost recovery and requested Chairman Aiken and Commissioner Bailey attend this meeting.

5.C. Discuss separate wireless surcharge

a. Director Cheney reported he has some concerns on separate wireless surcharges. This will be addressed at the cost recovery meeting.

5.D. SB432 - Reorganization

a. Director Cheney explained the Bureau is now The Division of Emergency Services.

5.E. Status of EOC Project

a. Director Cheney gave a brief description on how the new EOC building will be set up. A map should be provided at the next scheduled commission meeting.

5.F. Status on upgrading mapping software

a. Mr. Brown reported personal has been hired to develop a mapping system for a centralized database as the system evolves. Mr. Brown explained how the new database will coincide with the 9-1-1 system. Mr. Brown reported ESRI was the vendor chosen because their technology was superior to other vendors and met the statewide standard.

b. Mr. Brown reported the town of Bartlett was chosen for the test pilot. The test pilot proved to be a success based on reviewing the time and accuracy of the new software.

c. Mr. DeNutte reported the current data will be migrated with the new conversion and ESRI platform will everyone in the state will be able to use.

a. The next meeting for the Enhanced 9-1-1 Commission will be held on Friday, December 10, 2004 at the NH Fire Academy, Concord, NH.

b. Chairman Aiken called for a motion to adjourn. Commissioner Vallier motioned to adjourn the meeting and was seconded by Commissioner Booth. Unanimously passed by those present and voting.